(c) and (d) Fisqal deficits in the first quarter of 1991-92 and 1992-93 amounted to Rs. 15,963 crores and Rs. 12,163 crores respectively. The fiscal deficit in the first quarter this year is expected to be somewhat higher due to shortfall in tax revenues. It will be the endeavour of Government to keep the fiscal deficit under control.

Raising) funds by ICICI

908. SHRI MENTAY PADMANABHAM: Will the Minister of FINANCE foe pleased to state:

(a) whether it is a fact that the ICICI propose to raise a sum of Rs. 1,500 crores from the capital market;

(b) whether it is lalso a fact that the share slump has adversely affected these efforts;

(c) for what purposes these funds will be utilised;

(d) whether Government are aware that potential losses will cause further deterioration of confidence in the financial sector; and

(e) what steps are being taken to supervise properly the running of public financial institutions?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (DR. ABRAR AHMED): (a) and (b) The Industrial Credit and Investment Corporation of India (ICICI) has reported that it had proposed to raise Rs. 1500 crores by way of a partly convertible debentures issue. However, in April 1993, it decided not to go ahead with the issue in this form since other options for raising 'funds were available.

(c) ICICI plans to utilise funds rised for its lending operations to the corporate sector.

(d) and (e) Since ICICI is a non-Governmental Coiripany. its operations are managed and supervised by its Board of Directors. Where financial institutions are statutory in character, supervisory responsibilities are in accordance with the Acts under which they are established.

Improving Banking Services

909. SHRI B. K. HARIPRASAD: Will the Minister of FINANCE be pleased to State:

(a) whether it is a fact that the Indian Banks Association had recently commissioned a Survey on banking services in the country;

(b) if so, whether the survey has established that the banks are not at all customer friendly, apart from being inefficient even in providing the basic services to the public at large;

(c) what step are contemplated to improve the banking operations and whether these include deterrent punishment to the inefficient staff, induction of nominees of consumer organisations on the Boards of Directors and imposing accountability on recovery of loan advances?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND MINISTER OF STATE: IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (DR. ABRAR AHMED): (a) Yes. Sir. Indian Banks' Association had commissioned a survey through an independent agency to ascertain customer perception of the banking sector.

(b) The survey findings are in the draft stage and the report is yet to be finalised.

(c) Public Sector Banks have taken various measures to improve the services rendered by them to their customers. These measures include evolution of time norms for rendering
common services, setting up of "May I Help You" counters in bigger branches, speedier clearance and collection of cheques through computerisation of clearing houses and increased

use of courier service, extending to individuals the facility off immediate credit of outstation cheques upto Rs. 5000/ -, payment of interest at savings bank rate for delayed collection of outstation cheques beyond 10/14 days, increased interface between bank officials and customers, setting up of machinery for prompt redressal of cutomers grievances, etc. Besides the above, periodical interaction meetings pre held with the representatives of depositors associations, organisations representing trade and industry etc. with a view to ascertain ten problems faced by the customers and for taking appropriate steps. The banks also have a system of initiating disciplinary proceedings against staff for omissions and commissions including matters pertaining to advances.

Reclassification of cities for payment of CCA|HRA

910. SHRI SYED SIBTEY RAZI: Will the Minister of FINANCE be pleased to state;

(a) whether reclassification of cities| towns based on 1991 census has been made recently;

(b) if so, what are the names of cities/towns reclassified separately for the purpose of H.R.A. and C.C.A.;

(c) whether any fresh orders have been issued in this regard;

(d) if so, what are the details thereof and if not, what are the reasons therefor;

(e) whetner this reclassification of cities/towns will enable the Central Government employees at Delhi to get some extra CCA/HRA; and

(f) if so, what are the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI M. V. CHANDRASHEKHAR MURTHY): (a) to (d) Orders have been issued recently for upgradation/re-classification of those cities/towns, for the purpose of HRA//OCA to Central Government em-ployees, which fulfil the requisite population criterion for upgradation to the next nigher class, as Per the final population figures of 1991 Census. A list of cities]towns so upgraded is given in Statement *(See* below).

(e) and (f) Delhi is already classified as an 'A' class city, the highest classifi-cation, for the purpose of both HRA/ CCA and, therefore, no extra amount of HRA | CCA will be admissible to Central government employees posted at Delhi.

Statement

Sl. No.	Name of city/town	State	Class to which upgraded	
			For HRA	For CCA
1	2	3	4	5
		ANDHRA PRADESH		
1.	Visakhapatnam (UA)		—	B-1
2.	Vijayawada (UA)		—	B-1
3.	Warangal (UA)		B-2	B-2
4.	Rajamundri (UA)		—	B-2
5.	Gudur		C	—
6.	Sangareddy		C	—